

Customer Service Report for SCB

For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	SCB	Web	Other	DCS	SCB	Other	DCS	SCB	Other	To Close
Accounts											
Access/Login	0	0	0	1	0	0	0	0	1	0	2
Password Reset	3	0	0	0	0	0	0	0	3	0	7
Application Support											
COTS-Other/Install	0	1	0	0	0	0	0	1	0	0	25
COTS-Other/Troubleshoot	1	0	0	0	0	0	0	0	1	0	6
CIT Categories											
KB/Support Page	1	0	0	0	0	1	0	0	0	0	0
Helix Support											
Apps/Other	4	0	0	0	0	1	0	0	3	0	4
Info/Biowulf	4	0	0	0	0	0	0	0	4	0	5
Info/General	4	0	0	0	0	0	0	0	4	0	5
Grand Total:	17	1	0	1	0	2	0	1	16	0	6

Total Tickets Closed:	17
Total Tickets Assigned/Pending/Checked Out:	2
Total Tickets Created:	19